

Re/Max's Esteves named Realtor of Quarter again

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Nelson Esteves, Realtor at Re/Max Professionals in East Providence, can assist both new and seasoned homebuyers in seven different languages. His multilingualism has allowed him to develop a trustful bond with his clients as he guides them through a big investment and a new stage of life. Esteves also has built a partnership with the Rhode Island Housing Loan Center to prepare his clients for the commitment they are about to make. Esteves has been named Realtor of the Quarter by Rhode Island Housing three times since he became a Realtor more than a decade ago, most recently for the fourth quarter of 2013.

PBN: How do you work with families to pair them with an ideal home?

ESTEVES: First and foremost, I listen to my clients. This is the most important step in finding someone their ideal home. I listen to what they are looking for so I can focus on showing them what fits their criteria and may work for them. When a listing catches their eye, I ask them to

drive by the home to get a better sense of if it's a place they would like to see more of and then I take them inside. Ultimately, the decision will be up to the client. All I can do is try to guide them to what they tell me they are looking for in an efficient way.

PBN: How has assisting buyers in different languages helped you?

ESTEVEZ: I actually speak seven different languages: Dutch, Portuguese, French, Italian, Spanish, English and Papiamentu – a language from the Dutch Caribbean. My fluency in these languages also gives me a good base for understanding other languages and dialects as well. I find it very helpful to be able to communicate with people from all different countries and nationalities. I think that the home-buying process can be difficult enough without having an added language barrier on top of that. Being multilingual allows me to forge stronger connections with my clients, and I think it is a great asset.

PBN: Could you describe your relationship with the Rhode Island Housing Loan Center?

ESTEVEZ: Rhode Island Housing's Loan Center has been working hard to better respond to the needs of their customers, and it shows. I am amazed by how great it is to work with them – the originators, processors and the rest of the staff are easy to work with, and our partnership has been great for my business. When I am discussing loans with my clients and I mention Rhode Island Housing, it is something that they trust right away. Trust is very important when you are entering into a long-term commitment such as a mortgage.